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Senior Manager Product, Safety & Compliance - Regulatory & Compliance

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TO: All U.S. Volvo Retailers

NEW VEHICLES IN RETAILER INVENTORY

It is a violation of federal law for a retailer to deliver any new Volvo that is eligible for a recall. Retailers are advised to check all vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a retailer could result in a civil penalty of up to \$22,723 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

USED VEHICLES IN RETAILER INVENTORY

VCUSA is ordering the stop-delivery of affected vehicles in VCUSA, auction and dealer inventory until the recalled item can be repaired. Stopping the delivery of affected used vehicles until the recall is complete is consistent with Volvo's commitment to safety. Additionally, while Federal law does not prohibit the sale of used vehicles with open recalls, the sale of such cars could violate certain state laws and create liability on behalf of the retailer.

What does this mean for customers?

Customers will not be able to take delivery of affected vehicles until the recall has been completed.

What is the reason for this notification?

Volvo Car USA LLC on behalf of Volvo Car Corporation, has decided to launch Recall R10136 on certain V70/XC70 Model Year 2001-2007 vehicles.

Volvo has identified if the airbag inflator propellant tablets are subjected to elevated moisture levels and frequent high inflator temperatures, the tablets can start to decay and form dust particles. This localization of moisture leads to volumetric changes of the tablets surface creating dust over time. Dust increases burn surface area and thereby burn rate. Higher burn rate can result in higher combustion chamber pressure and risk of inflator rupture. This condition could render the driver to be struck by fragments of metal from the inflator.

The corrective action is to replace the Driver Airbag.

A total of 194,546 U.S. vehicles are eligible for this recall.

PARTS AVAILABILITY

PARTS RETURN PROCESS INSTRUCTIONS AVAILABLE.

NOTE: airbags will be replaced with charcoal-gray airbags.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall R10136 Driver Airbag" will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10136 has not been completed. Eligibility can also be confirmed in TIE.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs must be completed.

If you have any questions concerning this recall send them to recall@volvocars.com.

OWNER NOTIFICATION

An owner notification letter will be sent out to owners instructing them to contact their Volvo retailer and request an appointment to have this repair completed.

PORT VEHICLES

No eligible vehicles are in the ports.

PARTS / PARTS RETURN

It is imperative that **NO AIRBAGS ARE DETONATED/DEPLOYED** once removed from the vehicle. VIDA may instruct the technicians to do so but detonating the airbag should not be done. Defective parts will be required to be sent back to Volvo for disposal.

NOTE: Please refer to the separate document with specific RETURN PROCESS INSTRUCTIONS. Refer to SMB 88-010 and Parts Bulletin 88-010.

Please refer to Parts Bulletin R10136 for part number information.

CLAIM SUBMISSION

Please refer to the Quality Bulletin for claim submission instructions.

IMPORTANT: The Serial Number of the NEW Airbag, and only the serial number, must be entered on the first line of the Warranty Claim "Repair Text". Claims for Recall R10136 will not be required to follow Volvo's published Repair Text requirements. The Volvo Personnel ID number should not be included. Do not add any additional text, figures or comments. If the NEW serial number is not provided on the first line of the repair text the claim will be rejected. It must also be noted on the Repair Order hardcopy.

RETAILER RESPONSIBILITIES

Retailers must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner. As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

If you have questions about this recall or any other field service action, please contact me or any member of the Product Safety and Compliance office.

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

Vincent D'Auria

A handwritten signature in blue ink, appearing to read "Vincent D'Auria".

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